

FIGURE 1

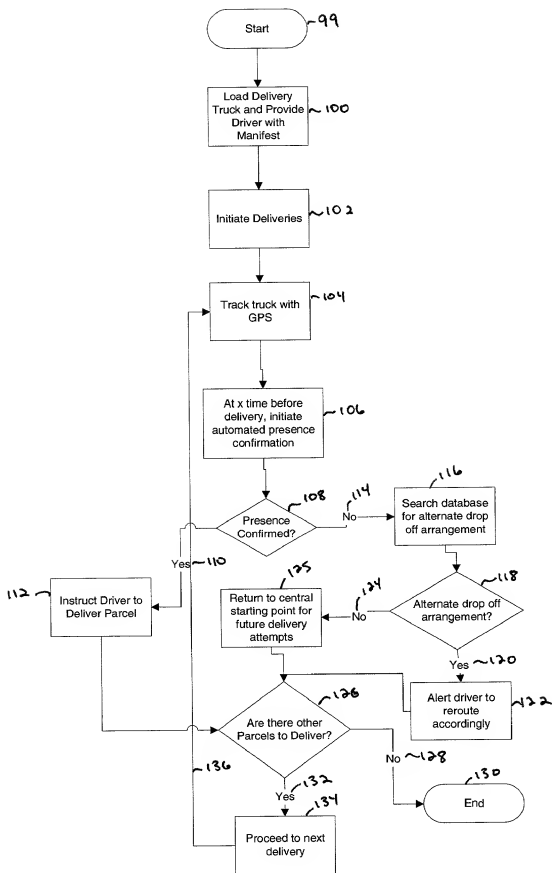


Figure 2

SIEMENS

Last Mile E-Delivery Management Parcel Delivery E-Reengineering



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Last Mile E-Delivery Management 2000 10 30
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Figure 3

[illegible]

Delivery Office

Dispatch Database

A parcel delivery will arrive between 2:00 pm and 5:00 pm

Customer

Customer Doorstep

Delivery Route Street Map

Last Mile E-Delivery Management: 2000-10-30
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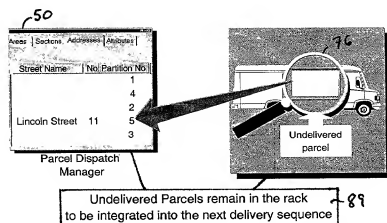
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 Seite 19

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Last Mile E-Delivery Management Parcel Delivery E-Reengineering



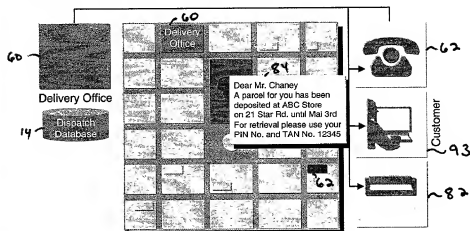
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Figure 6

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Figure 7